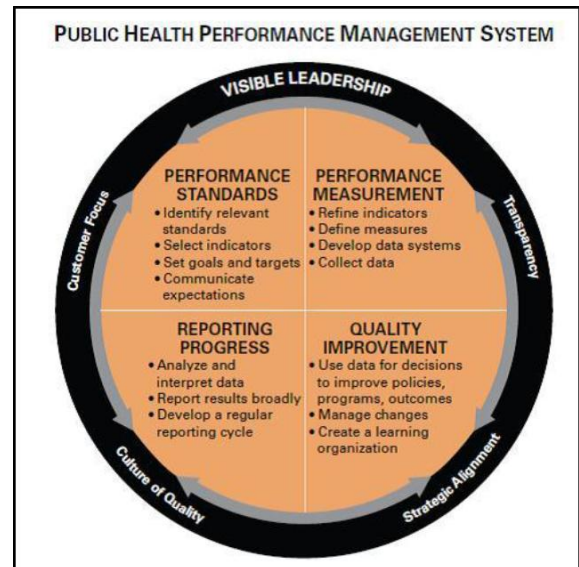


Alabama Department of Public Health Performance Management System

The Alabama Department of Public Health (ADPH) has adopted the Turning Point Performance Management System Framework¹ to guide the utilization of resources to promote, protect, and improve the health of individuals and communities in Alabama.

ADPH is committed to a systematic and organized framework for improvement of its programs, services, and operations. This framework is understood, accepted and utilized throughout the organization, as a result of continuous education and involvement of staff at all levels in performance improvement.



Turning Point Model of Performance Management

The Community Health Assessment (CHA), Alabama Community Health Improvement Plan (ACHIP), and the department's Strategic Plan, Workforce Development Plan, and Quality Improvement (QI) Plan are aligned to achieve departmental goals. The ADPH Performance Dashboard was implemented to track and monitor performance measures related to national and departmental health objectives. Through the ADPH Website and the Annual Report, ADPH will provide transparent reporting of progress towards the national and departmental goals. Alabama is committed to collaborating with local, state, and national partners, stakeholders and policy-makers to ensure a quality public health system for Alabama.

The five components of the Turning Point Model of Performance Management adopted by ADPH are as follows:

- **Visible Leadership**: ADPH leadership is committed to a culture of quality improvement that aligns performance management practices with the organization's mission, regularly takes into account customer feedback, and enables transparency about performance between leadership and staff. Examples include, but are not limited to:
 - Adoption of Strategic Plan with performance management as a key focus area.
 - Participation on the QI Council and serving in various leadership roles set forth in the QI Plan.
 - Reporting of performance management updates during administrative and State Committee of Public Health (governance) meetings.
 - Providing guidance documents that support performance management efforts.

¹ Public Health Foundation, Performance Management Project and Publications. Web address: http://www.phf.org/resourcestools/Pages/Turning_Point_Project_Publications.aspx

- Recognizing and showcasing performance management and quality improvement accomplishments.
- **Performance Standards:** ADPH performance standards identify targets and goals to improve public health practices. Standards are set based on national, state, or scientific guidelines, and expectations of customers, stakeholders, and leaders. ADPH strategic standards are linked to documents, such as:
 - Healthy People 2020
 - CHA
 - ACHIP
 - Strategic Plan
 - QI Plan
 - Workforce Development Plan
 - Public Health Accreditation Board Standards and Measures, Version 1.5/10 Essential Services
- **Performance Measurement:** ADPH performance measures assess achievement of performance standards. Strategic performance measures are recorded and updated in the Performance Dashboard, the department's information technology application to support the performance management system. As applicable, performance measures are linked to performance standards when they are added to the Performance Dashboard.
- **Reporting Progress:** ADPH progress on meeting performance standards is monitored and analyzed by the Performance Management Team and department leadership. Performance measurement data are updated on a scheduled basis in the Performance Dashboard. This system indicates progress on achieving performance standards at a glance. The QI Council/Performance Management Team monitors and analyzes the status of performance measures in the Performance Dashboard quarterly and reports opportunities for improvement to leadership. Progress will be reported to customers and stakeholders through the ADPH website and annual report.
- **Quality Improvement (QI):** The ADPH QI Council develops and implements the department's QI Plan that supports change management and facilitates a learning environment. The plan outlines a formal process to select, implement and support QI initiatives and support the culture of QI within the department. The QI Council meets regularly to monitor and support QI initiatives.